

# KEY CONNECTIONS

WINTER  
2017

## REACHING OUT TO STAKEHOLDERS

**CALVIN GOINGS**  
City Light Chief of  
Staff



I'd like to introduce myself. My name is Calvin Goings, and in late 2016 I was named chief of staff to Larry Weis, CEO and general manager of City Light.

He envisions this new position as an additional liaison between the utility's diverse stakeholders, which include the mayor's office, city departments, and of course, our key customers.

I'm excited to have this opportunity. City Light is an amazing organization with a proud history. To be here at such a pivotal time in that history is a privilege.

A bit about my background: I served five years in the state senate. My last job was as a member of former President Obama's economic development team leading the U.S. Small Business Administration (SBA) in the Pacific Northwest. For nearly seven years I focused on economic empowerment and inclusion by expanding SBA support to women-owned, immigrant-owned, LGBTQ-owned, and minority-owned small businesses.

I look forward to building upon the strong foundation between our key customers and the utility, knowing that it is always our aim to keep you informed while providing reliable, clean power.

## ADAPTING TO A CHANGING FUTURE

City Light is exploring innovative ways to implement emerging technologies to benefit customers and enhance the reliability of electrical service across our service territory. In alignment with the utility's strategic plan, the utility's Technology Innovation group is launching a microgrid initiative that will help meet future demands, as well as increase options for backup power, disaster recovery, and renewable energy.

A microgrid is a local energy grid with control capability, that can disconnect from the larger grid and operate independently. City Light was recently awarded a Clean Energy Fund grant to build a microgrid that includes a utility-scale battery system, solar panels and emergency generators located at a designated shelter. During an emergency, this stand-alone power grid will keep emergency services and communication networks operating. The specific location has yet to be determined, but the utility intends to build the project where it can support the community in times of crisis.

Our goal is to empower ratepayer participation in their energy system by giving customers opportunities to join community solar projects, electric vehicle programs, and microgrid technology efforts.

The future will look very different as new technologies continue to change the energy landscape. City Light is committed to ensuring that we're prepared to meet those demands.

## BUSINESS CUSTOMERS RATE CITY LIGHT HIGHEST

Business customers rated Seattle City Light highest in customer satisfaction among western region midsize electric utilities in the J.D. Power 2016 calendar-year study.

*"Providing excellent customer service in the delivery of reliable, low-cost, environmentally responsible electricity is what we strive for every day," City Light General Manager and CEO Larry Weis said. "I'm proud of our employees for the effort they consistently bring to make that goal a reality for our customers."*

The report indicates that utility's efforts in communication, its environmental initiatives and efforts to promote energy efficiency programs were among the reasons for the high ratings in customer satisfaction.



## MEET THE ELECTRIC SERVICE ENGINEERS

City Light's electric service engineers or ESEs, serve as liaisons and project leads for large customer-driven electric service installations—for services larger than one mega-watt. The projects ESEs work on include new, permanent services; alteration or removal of existing services; new temporary services; construction clearances; and street lighting requests. ESEs also coordinate jobs on behalf of the customer with other departments within and outside City Light to ensure projects move successfully from request through completion.

### City Lights ESEs

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If you have questions about your assigned ESE, please contact Clanche Carandang, the ESE office support and engineering aide: [clanche.carandang@seattle.gov](mailto:clanche.carandang@seattle.gov) (206) 684-3186.

## RATE STABILIZATION UPDATE

Last summer, City Light's rate stabilization account (RSA) dipped below \$90 million, triggering a 1.5 percent surcharge in electricity rates. To remove the surcharge, the RSA must return to \$100 million. We can't predict when the surcharge will be removed; we can report that the RSA ended 2016 with \$91 million, but better than anticipated due to a wet fourth quarter in 2016, allowing us to gain revenue through wholesale energy sales. To learn more about the RSA, visit [seattle.gov/light/rates/rsa.asp](http://seattle.gov/light/rates/rsa.asp).



## AT YOUR SERVICE

### Sandi Fukumoto

Sandi is the manager of the account executive team and also serves as the liaison to our suburban cities. She's been with City Light for 10 years—the first six in power supply and environmental affairs, followed by four years with the account executive team.

## CITY LIGHT SERVICES/INFORMATION LINKS

### [Seattle MeterWatch](#)

Online energy use and cost information service

### [Green Button](#)

A standardized and secure way to get energy-use data electronically

### [Conservation Homepage](#)

Information on cost-effective and efficient energy service

### [Electric Service Engineers](#)

Territory maps and contact information for City Light engineers

### [City Light's Annual Report](#)

Financial and customer information

## CONTACT INFO

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